



AMERICAN SUZUKI MOTOR CORPORATION

RECEIVED
99 JUN 16 AM 8:42
OFFICE
DEFECTS INVESTIGATION

June 8, 1999

Mr. Kenneth N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 7th Street, S.W.
Washington, D.C. 20590

Dear Mr. Weinstein:

Subject: Recall No. 99V-132

Enclosed are copies of letters relating to the subject recall campaign that American Suzuki Motor Corporation sent to distributors of Suzuki motorcycles in Hawaii and Puerto Rico.

Please contact me if you have any questions concerning this matter.

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read 'Kenneth M. Bush', written over a horizontal line.

Kenneth M. Bush
Regulations Manager
Government Relations Department



AMERICAN SUZUKI MOTOR CORPORATION

June 1, 1999

Mr. James V. Leone
Panorama Motors Inc.
520 Ponce De Leon Ave.
Hato Rey, Puerto Rico 00918

Dear Mr. Leone:

Subject: Recall Campaign for 1999 GSX-R750 and GSX-R600
Motorcycles - Cam Chain Tension Adjuster

Mr. K. Shiozawa, General Manager of the Motorcycle Service Department of Suzuki Motor Corporation, has informed you in his letter of May 17, 1999, that Suzuki Motor Corporation has decided to initiate a recall campaign for 1999 Suzuki GSX-R750 and GSX-R600 motorcycles. American Suzuki Motor Corporation ("ASMC") has been requested to coordinate the activities associated with this recall campaign. Detailed information concerning affected units, and campaign parts were provided to you in Mr. Shiozawa's letter of May 17, 1999. The purpose of this letter is to provide you with further details of the action that is required under U.S. government regulations.

Action Required

1. Prepare a dealer notification letter to inform your dealers about the recall campaign. Attachment A contains a copy of the notification letter that ASMC sent to its dealers. You can use this letter as a guide when preparing your dealer notification letter. Attachment A also contains a copy of ASMC's service bulletin for the recall campaign. Be sure to include the repair procedure information in this bulletin with your dealer notification letter. Although it is not required, you may wish to prepare an additional Spanish version of the dealer letter and repair procedure if you feel they would be useful to your dealers.
2. Compile a list of owners of affected vehicles, based on your warranty registration records. Use this list for owner notification. Prepare an owner notification letter based on the Attachment B example. Note that the example letter contains a space (shown with brackets) where you must add the earliest date that parts will be available to your dealers.

Use the Attachment B letter, on your letterhead, to inform owners of the recall campaign. It is required that owners be sent a notification letter in English and in Spanish, so you

must prepare a Spanish version of the letters and must send owners both an English and a Spanish version. Please do not modify the letter without approval from ASMC, since the letter has been prepared to comply with government requirements. You must also have postage-paid owner update cards printed (see the Attachment B example), and must include one of these cards with each owner notification letter. It is also required that the mailing envelope for the owner notification letter be marked with the words SAFETY RECALL NOTICE in all capital letters and in type that is (a) larger than that used in the address section and (b) is distinguishable from the other type in a manner other than size. An example mailing envelope is enclosed.

Mail a notification letter and update card by first-class mail to all owners on the owner list described above. Please mail out all owner notification letters at the same time; do not hold any of these letters back for any reason. If any owner update cards are returned which identify a new owner, send a notification letter and update card to the new owner.

3. Set up a system for reporting the progress of the recall campaign to ASMC. Use the enclosed quarterly report forms to report, for each calendar quarter, the number of vehicles modified by your dealers and the number of vehicles determined to be unreachable (by category, as listed on the form). Unreachable vehicles can be determined from returned owner update cards and other means. Please mail the quarterly reports to American Suzuki according to the following schedule so we can meet the deadline for submitting this information to the government:

<u>Quarter</u>	<u>Deadline for Mailing Report</u>
January, February, March	April 16
April, May, June	July 16
July, August, September	October 16
October, November, December	January 16

Attachments and Enclosures

- Attachment A - Sample Dealer Notification Letter
Service Bulletin
- Attachment B - Sample Owner Notification Letter
Sample Owner Update Card
- Enclosure 1 - Quarterly Report Form [6]

Enclosure 2 . - Sample Owner Notification Mailing Envelope

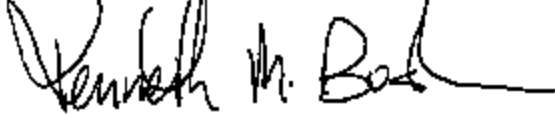
Copies Required

1. Suzuki is required to provide a copy of all written communication related to this campaign to the National Highway Traffic Safety Administration within 5 days of the date they are mailed. Please forward a copy of your dealer notification letter and owner notification letter to Suzuki Motor Corporation and to ASMC so that they can be submitted.
2. Suzuki is required to maintain records of the owner's name and address and remedy status for each VIN involved in the campaign. Please forward a copy of your final owner list and the remedy status information you have to Suzuki Motor Corporation.

Thank you for your cooperation in this matter. If you have any questions, feel free to call me at (714) 996-7040 (ext. 207).

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read "Kenneth M. Bush", is written over the typed name.

Kenneth M. Bush
Regulations Manager
Government Relations Department



AMERICAN SUZUKI MOTOR CORPORATION

June 1, 1999

Mr. Alfred Montgomery
Montgomery Motors, Ltd.
818 Iwilei Road
Honolulu, Hawaii 96817

Dear Mr. Montgomery:

Subject: Recall Campaign for 1999 GSX-R750 and GSX-R600
Motorcycles - Cam Chain Tension Adjuster

Mr. K. Shiozawa, General Manager of the Motorcycle Service Department of Suzuki Motor Corporation, has informed you in his letter of May 17, 1999, that Suzuki Motor Corporation has decided to initiate a recall campaign for 1999 Suzuki GSX-R750 and GSX-R600 motorcycles. American Suzuki Motor Corporation ("ASMC") has been requested to coordinate the activities associated with this recall campaign. Detailed information concerning affected units, campaign parts, and warranty reimbursement procedures were provided to you in Mr. Shiozawa's letter of May 17, 1999. The purpose of this letter is to provide you with further details of the action that is required under U.S. government regulations.

Action Required

1. Prepare a dealer notification letter to inform your dealers about the recall campaign. Attachment A contains a copy of the notification letter that ASMC sent to its dealers. You can use this letter as a guide when preparing your dealer notification letter. Attachment A also contains a copy of ASMC's service bulletin for the recall campaign. Be sure to include the repair procedure information in this bulletin with your dealer notification letter.
2. Compile a list of owners of affected vehicles, based on your warranty registration records. Use this list for owner notification. Prepare an owner notification letter based on the Attachment B example. Note that the example letter contains a space (shown with brackets) where you must add the earliest date that parts will be available to your dealers.

Use the Attachment B letter, on your letterhead, to inform owners of the recall campaign. Please do not modify the letter without approval from ASMC, since the letter has been prepared to comply with government requirements. You must also have postage-paid owner update cards printed (see the Attachment B example), and must include one of these cards

with each owner notification letter. It is also required that the mailing envelope for the owner notification letter be marked with the words SAFETY RECALL NOTICE in all capital letters and in type that is (a) larger than that used in the address section and (b) is distinguishable from the other type in a manner other than size. An example mailing envelope is enclosed.

Mail a notification letter and update card by first-class mail to all owners on the owner list described above. Please mail out all owner notification letters at the same time; do not hold any of these letters back for any reason. If any owner update cards are returned which identify a new owner, send a notification letter and update card to the new owner.

3. Set up a system for reporting the progress of the recall campaign to ASMC. Use the enclosed quarterly report forms to report, for each calendar quarter, the number of vehicles modified by your dealers and the number of vehicles determined to be unreachable (by category, as listed on the form). Unreachable vehicles can be determined from returned owner update cards and other means. Please mail the quarterly reports to American Suzuki according to the following schedule so we can meet the deadline for submitting this information to the government:

<u>Quarter</u>	<u>Deadline for Mailing Report</u>
January, February, March	April 16
April, May, June	July 16
July, August, September	October 16
October, November, December	January 16

Attachments and Enclosures

Attachment A - Sample Dealer Notification Letter
Service Bulletin

Attachment B - Sample Owner Notification Letter
Sample Owner Update Card

Enclosure 1 - Quarterly Report Form [6]

Enclosure 2 - Sample Owner Notification Mailing Envelope

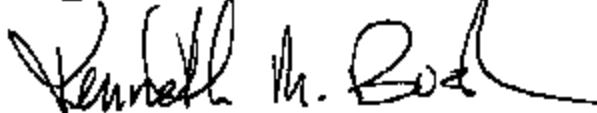
Copies Required

1. Suzuki is required to provide a copy of all written communication related to this campaign to the National Highway Traffic Safety Administration within 5 days of the date they are mailed. Please forward a copy of your dealer notification letter and owner notification letter to Suzuki Motor Corporation and to ASMC so that they can be submitted.
2. Suzuki is required to maintain records of the owner's name and address and remedy status for each VIN involved in the campaign. Please forward a copy of your final owner list and the remedy status information you have to Suzuki Motor Corporation.

Thank you for your cooperation in this matter. If you have any questions, feel free to call me at (714) 996-7040 (ext. 207).

Sincerely,

AMERICAN SUZUKI MOTOR CORPORATION

A handwritten signature in black ink, appearing to read "Kenneth M. Bush", with a long horizontal flourish extending to the right.

Kenneth M. Bush
Regulations Manager
Government Relations Department

ATTACHMENT A



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

May 21, 1999

**SAFETY RECALL CAMPAIGN
GSX-R600X & GSX-R750X
CAM CHAIN TENSION ADJUSTER**

Dear Suzuki Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 1999 GSX-R600X and 1999 GSX-R750X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles.

**STOP DELIVERY OF GSX-R600X AND GSX-R750X
MOTORCYCLES IMMEDIATELY**

Effective immediately, DO NOT DELIVER a GSX-R600X or a GSX-R750X to a customer until you complete the recall service described in service bulletin GS/GSX/GSX-R #107 which will be sent to your dealership.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

Suzuki has developed a revised upper cam chain guide No. 2 and tension adjuster that will replace the original upper cam chain guide No. 2 and tension adjuster. Due to the serious nature of this situation, Suzuki requires that you ORDER CAM CHAIN TENSION ADJUSTER RECALL PARTS AND PERFORM THE RECALL SERVICE AS QUICKLY AS POSSIBLE ON YOUR CUSTOMERS' MOTORCYCLES. Join with us in promoting the safe use of Suzuki products.

AFFECTED UNITS:

All 1999 GSX-R600X and 1999 GSX-R750X model motorcycles are affected.

CUSTOMER NOTIFICATION:

For motorcycles that have already been delivered to customers, perform the recall service as promptly as possible. Attached is a letter being sent to all owners of affected motorcycles about whom we have information. This letter will be mailed May 25, 1999.

If your dealership has sold a GSX-R600X or a GSX-R750X to a customer, but not yet mailed us the "Sales-In-Service Registration" card or submitted a SCAT entry, send the sales information to American Suzuki AT ONCE. We will send the customer an owner notification letter when we receive the sales information from your dealership.

Since only you know the identity of these customers, you must immediately notify these customers of the recall campaign. Please phone all of these customers and inform them of the need to have the recall service performed.

REPAIR PROCEDURES:

Service bulletin GS/GSX/GSX-R#107 will contain instructions on how to perform the recall service. You will install a revised upper cam chain guide No. 2 and tension adjuster, new mounting bolts and gasket and inspect the cam chain and original upper cam chain guide No. 2 for abnormal wear that might indicate the need for further repairs.

Continued →

Service Bulletin

MOTORCYCLE DIVISION

4-STROKE
BULLETIN NO. GS/GSX/GSX-R-107
DATE: 5/28/1999

**SAFETY RECALL CAMPAIGN
GSX-R600X & GSX-R750X
CAM CHAIN TENSION ADJUSTER**

MODEL: 1999 GSX-R600X & 1999 GSX-R750X
SUBJECT: RECALL CAMPAIGN - CAM CHAIN TENSION ADJUSTER
REFERENCE: GSX-R600 SERVICE MANUAL (PN 99500-35061-03E) &
GSX-R750 SERVICE MANUAL (PN 99500-37083-03E)
ATTACHMENT: DEALER AND CUSTOMER LETTERS

NOTICE:

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 1999 GSX-R600X and 1999 GSX-R750X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles.

**STOP DELIVERY OF GSX-R600X AND GSX-R750X
MOTORCYCLES IMMEDIATELY**

Effective immediately, DO NOT DELIVER a GSX-R600X or a GSX-R750X to a customer until you complete the recall service described in this service bulletin.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

Suzuki has developed a revised chain tension adjuster and upper cam chain guide No. 2 to replace the original cam chain tension adjuster and cam chain guide No. 2. Due to the serious nature of this situation, Suzuki requires that you ORDER CAM CHAIN TENSION ADJUSTER RECALL KIT PARTS AND PERFORM THE RECALL SERVICE AS QUICKLY AS POSSIBLE ON YOUR CUSTOMERS' MOTORCYCLES. Join with us in promoting the safe use of Suzuki products.

AFFECTED UNITS:

All 1999 GSX-R600X and 1999 GSX-R750X model motorcycles are affected.

Continued →

CUSTOMER NOTIFICATION:

For motorcycles that have already been delivered to customers, perform the recall service as promptly as possible. Attached to this bulletin are copies of the letters sent to all owners of affected motorcycles about whom we have information. These letters were mailed on May 25, 1999.

If your dealership has sold a GSX-R600X or a GSX-R750X to a customer, but not yet mailed Suzuki the "Sales-In-Service Registration" card or submitted a SCAT entry, send the sales information to American Suzuki AT ONCE. We will send the customer an owner notification letter when we receive the sales information from your dealership.

Since only you know the identity of customers with unregistered motorcycles, you must *immediately* notify these customers of the recall campaign. Please phone all of these customers and inform them of the need to have the recall service performed.

UNITS OUT OF REACH

If you are aware of any GSX-R600X or GSX-R750X motorcycles which have been scrapped, stolen or exported outside of the United States, send this information to the Suzuki Warranty Dept. in Brea, CA.

FUTURE SHIPMENTS OF MOTORCYCLES:

GSX-R600X and GSX-R750X motorcycles invoiced and delivered to your dealership after May 21, 1999 have the recall service parts already installed. The recall service and component inspection **DOES NOT** have to be performed on these motorcycles. Special identification tags will be attached to these motorcycles in the crate to indicate their repaired status (*see example below*).

The recall service has been completed on motorcycles delivered to your dealership with this tag affixed.

O
ATTENTION

This motorcycle already has a new
cam chain tension adjuster and cam
chain guide installed per
Service Bulletin GS/GSX/GSX-R #107

**DO NOT PERFORM THE
RECALL SERVICE**

NOTE:

If your dealership uses a set-up vendor, ask them to leave this tag in place until the motorcycle arrives at your dealership.

PARTS ORDERING:

For your convenience, the SCAT system will accept recall service parts orders. **YOU WILL BE RESPONSIBLE FOR ORDERING THE RECALL SERVICE PARTS FOR YOUR CUSTOMERS' MOTORCYCLE.** Use your normal parts ordering procedure when ordering recall service parts. Parts will be shipped via the method you select when you place your parts order. Billing will be per your regular terms.

The earliest parts can arrive at your dealership is May 28, 1999. Suzuki anticipates all recall service parts can be shipped by June 30, 1999. Parts orders will be shipped in the order in which they are received. Place your orders as soon as possible to prevent any delays in performing the recall service for your customers. Order the recall service parts using the part numbers listed on page 3.





PARTS ORDERING, continued:

Each recall service tension adjuster kit contains a new style cam chain tension adjuster, a new upper cam chain guide No. 2, new tension adjuster mounting bolts and gasket.

The kit for the GSX-R600 is different than the GSX-R750 kit. The recall service kit parts **CANNOT** be interchanged. Confirm the motorcycle you are ordering the parts for before placing your order to ensure there is no delay in receiving recall service parts for your customer. Order the recall service parts from the Suzuki Parts Department using the numbers listed below.

<i>Description</i>	<i>Part Number</i>	<i>Dir. Price</i>
GSX-R600X Tension Adjuster Recall Kit	99103-11143	\$25.00
GSX-R750X Tension Adjuster Recall Kit	99103-11144	\$25.00

If you receive a recall service kit which is missing parts, order another kit from Suzuki Parts Department. Return the original kit with a completed parts discrepancy form to the warehouse from which the kit was shipped to you. Your parts account will be credited for the cost of the original kit, plus return shipping costs, once the parts are received and the discrepancy form is processed.

<i>Each kit includes:</i>			
	(1) Cam Chain Guide No. 2 99103-11145		(1) Cam Chain Tension Adjuster GSX-R600 - 99103-11143 GSX-R750 - 99103-11144
	(2) Cam Chain Tension Adjuster Mounting Bolts 07130-06303		(1) Cam Chain Tension Adjuster Gasket 12837-24A10

REPAIR PROCEDURES:

You will install a revised upper cam chain guide No. 2 and tension adjuster, new mounting bolts and gasket. You will inspect and may replace other engine components which may have been damaged because of cam chain tension adjuster failure. This recall service will be done at no cost to the customer for parts and labor. See pages 4 - 8 for recall service instructions.

PREVIOUS TENSION ADJUSTER REPAIRS:

If your dealership has already replaced a tension adjuster on a GSX-R600X it is possible you may have installed the new style cam chain tension adjuster. If you ordered and installed part number 99103-11141, you have already installed the new style tension adjuster.

Use the identification instructions in figures 10 & 11 on page 6 - 7 of this bulletin to verify the new style tension adjuster is installed. If the new style tension adjuster is installed, you will just need to install the upper cam chain guide No. 2 and inspect the old upper cam chain guide and cam chain. Order the upper cam chain guide No. 2 from the Suzuki Parts Department using the number listed below.

<i>Description</i>	<i>Part Number</i>	<i>Dir. Price</i>
Cam chain guide No. 2	99103-11145	\$12.74

GSX-R750X motorcycles require **ALL** the tension adjuster recall service kit parts to be installed, regardless of any previous service.

WARRANTY CLAIM PROCESSING:

The SCAT system will accept **RECALL SERVICE** warranty claims. Dealers not using SCAT will need to complete and mail in a regular paper warranty request form for each recall service performed. See pages 9 - 12 of this bulletin for information.

Continued →

CAM CHAIN GUIDE & TENSION ADJUSTER REPLACEMENT PROCEDURE:

NOTE

Refer to section 3 of the GSX-R600 and GSX-R750 service manuals for additional information on the service described.

Remove the right lower fairing and the rider's seat. Lift and support the fuel tank. Disconnect and remove the air cleaner assembly. (Refer to service manual)

Remove the throttle body assembly (GSX-R750) or the carburetor assembly (GSX-R600). (Refer to service manual)

NOTE

Use a clean shop rag(s) to protect the engine intake from objects which could damage the engine.

Disconnect the camshaft position sensor coupler (GSX-R750). Disconnect and remove the ignition coil/plug caps.

CAUTION

Do not remove the ignition coil/plug cap before disconnecting its lead wire. To avoid damage, do not pry the ignition coil/plug cap out of the valve cover with a screwdriver or similar object. Be careful not to drop the ignition coil/plug cap or damage such as an open or short-circuit could occur.

(Fig.1) Remove the cylinder head cover bolts and gaskets. Remove the cylinder head cover and gaskets.

NOTE

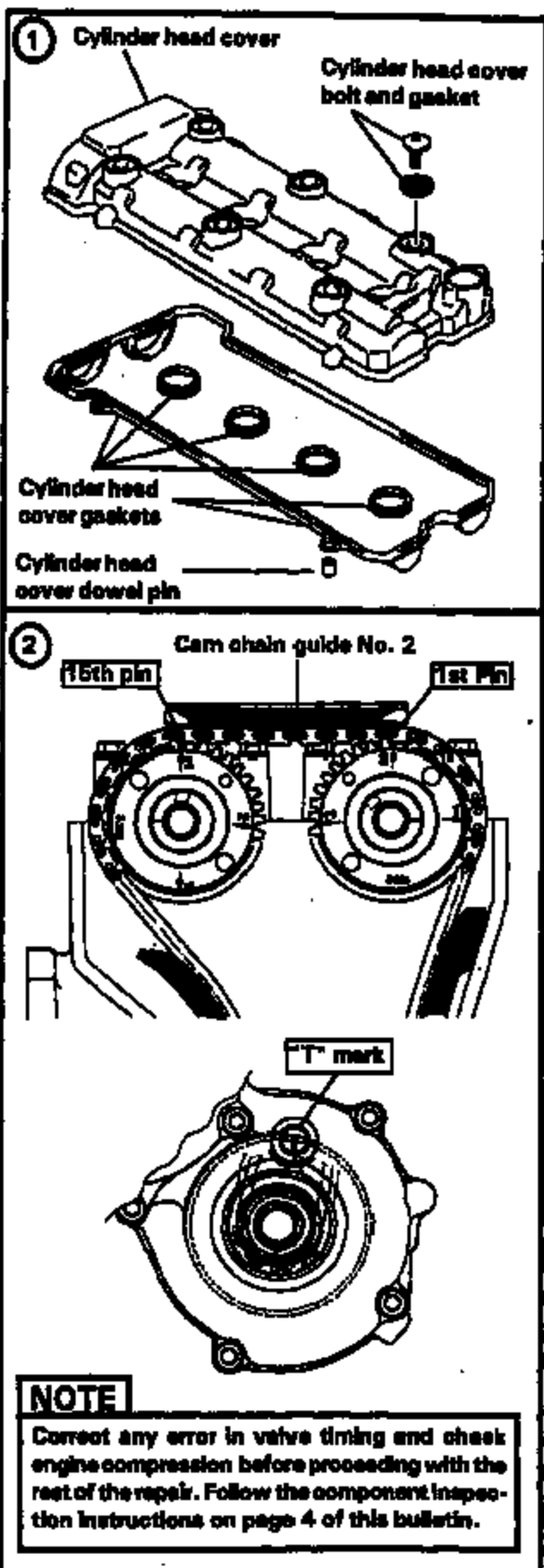
Be careful not to drop the cylinder head cover dowel pins or the cylinder head cover gaskets into the engine.

(Fig.2) Remove the starter clutch cover cap and the valve timing inspection cap from the cover on the right side of the engine.

NOTE

Confirm that the valve (camshaft) timing is correct. (Refer to the illustration at right and in section 3 of the service manual)

Turn the crankshaft manually to bring the engine to cylinder #1 TDC. The intake valves on cylinder #1 will open and close just before TDC. Align the "T" mark on the starter clutch with the notch in the valve timing inspection window.



NOTE

Correct any error in valve timing and check engine compression before proceeding with the rest of the repair. Follow the component inspection instructions on page 4 of this bulletin.

Continued →

(Fig.3) Once the valve timing (and engine compression if needed) has been verified correct, remove the cam chain guide No.2.

CAUTION

Do not remove the cam chain guide No. 2 and the cam chain tensioner adjuster at the same time or you may change the valve timing, which can damage the engine.

(Fig.4) Inspect the chain contact surface of the removed cam chain guide No.2 for any abnormal wear or damage.

CAUTION

If the chain contact surface of the cam chain guide No.2 is abnormally worn or damaged, the engine will require disassembly to clean oil passageways of debris and to inspect other engine components for damage.

Debris from damaged cam chain guides will collect in the oil sump screen. When cleaning oil passageways in the engine, make sure the oil sump screen is free of debris and the oil pump is clean and in good condition.

Make sure to remove the connecting rods to thoroughly clean the oil passageways in the crankshaft. Remove and clean all oil jets. Clean all transmission and oil cooler oil passageways as well.

NOTE

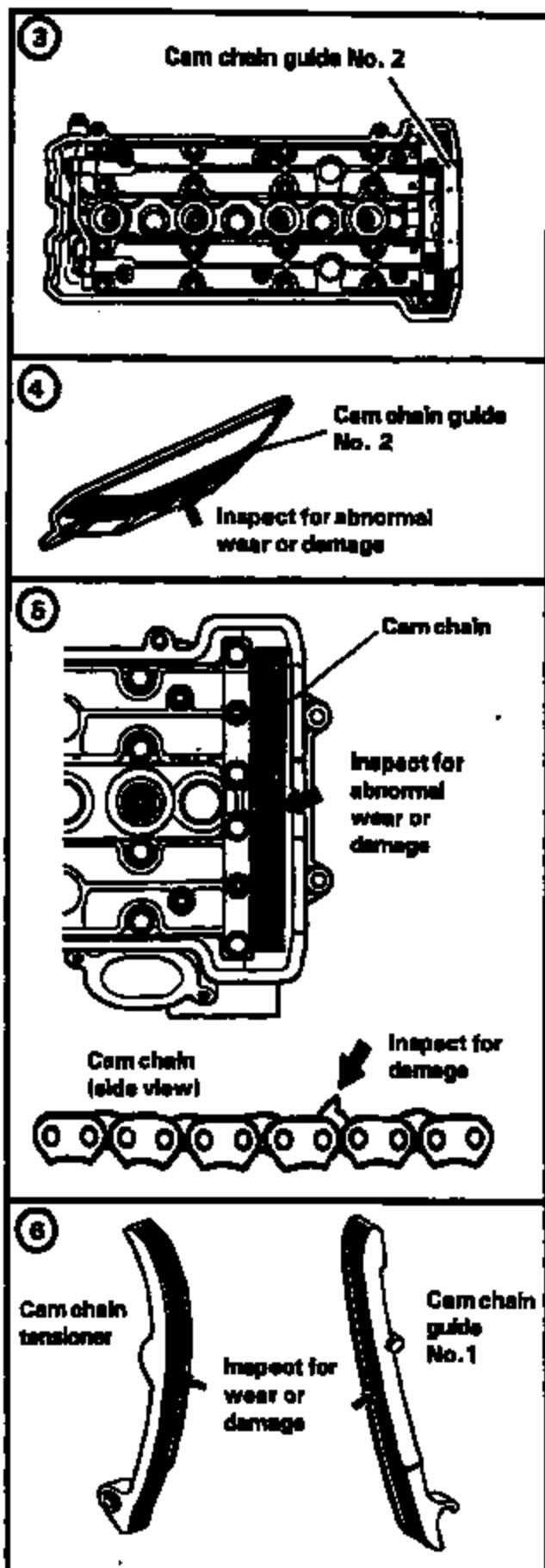
You must call TECH-LINE or your TSM for prior authorization if your inspection indicates the need to disassemble the engine or replace parts in addition to the tensioner adjuster recall kit.

(Fig.5) Inspect the cam chain for damage. You can slowly rotate the crankshaft manually to inspect the cam chain. Look at the chain plates from above and from the side for evidence of damage. Damaged chains must be replaced and the engine disassembled, inspected and cleaned of debris.

CAUTION

Do not use the electric starter to turn over the engine with the cam chain guide removed. This can make the cam chain skip and change the valve timing, damaging the engine.

(Fig.6) If the inspection indicates the need for further disassembly, inspect the cam chain tensioner and the cam chain guide No. 1 for wear or damage. Replace these components if needed as part of the repair.



Continued →

(Fig. 7) If the inspection indicates the original cam chain guide and cam chain are in good condition, install the new cam chain guide No.2.

The new cam chain guide No.2 can be identified by the profile of the rubber portion of the guide.

(Fig.8) Torque the cam chain guide bolts to the correct specification.

 **Cam chain guide No.2 mounting bolt torque: 10N·m (1.0kgf-m, 7.0 lb-ft)**

NOTE

Be careful not to drop the cam chain guide bolts into the crankcase.

(Fig.9) Remove the original cam chain tension adjuster and gasket. You will not reuse the original tension adjuster mounting bolts.

CAUTION

Do not remove the cam chain tension adjuster with the cam chain guide No. 2 removed. This can make the cam chain skip and change the valve timing.

(Fig.10) The new style tension adjuster can be identified by the hood-like cover over the push rod and by the thicker mounting base, which requires the longer mounting bolts included in the recall parts kit.

Check that the push rod of the new cam chain adjuster is being held at the compressed position by the locking tool.

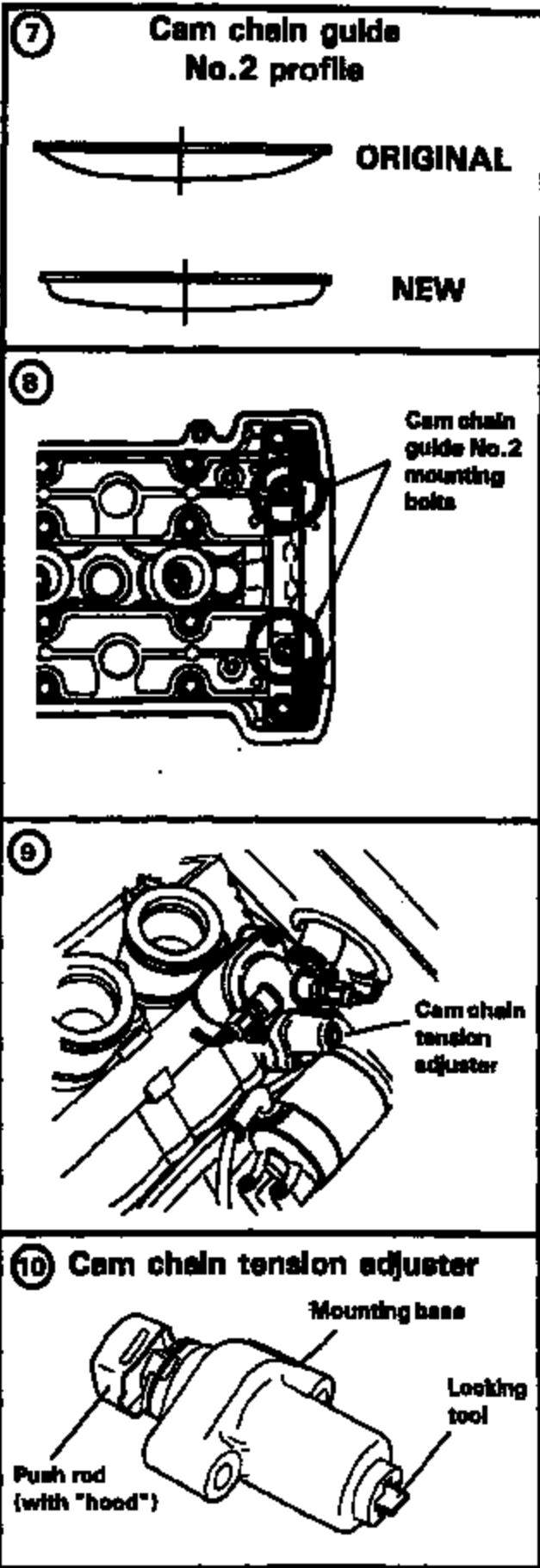
If the locking tool is missing or the push rod is extended, reset the tension adjuster push rod to the compressed position. (Follow the instructions in section 11 of the GSX-R600 service manual and in section 12 of the GSX-R750 service manual)

 **Tension adjuster locking tool**
PN: 09917-62430

Clean any gasket remains off the tension adjuster mounting surface on the cylinder.

CAUTION

Do not allow any portions of the tension adjuster gasket to fall into the engine. This debris could block oil passageways and damage engine components.



Continued →

(Fig. 11) Inspect the tension adjuster to ensure it is the correct one for the motorcycle you are servicing. The tension adjuster can be identified by the thickness of the mounting base portion of the adjuster.


GSX-R600X ORIGINAL	(A)	12.0 mm
GSX-R600X NEW STYLE	(B)	19.5 mm
GSX-R750X ORIGINAL	(A)	12.0 mm
GSX-R750X NEW STYLE	(B)	16.5 mm

CAUTION

Make sure you install the correct tension adjuster on the motorcycle. The tension adjuster for the GSX-R600 and the GSX-R750 appear similar, but there are differences in construction and push rod spring rate. Engine damage can occur if the wrong tension adjuster is installed.

(Fig. 12 & 13) Install the new gasket and the new style cam chain tension adjuster. Use the new mounting bolts supplied with the recall service parts kit.

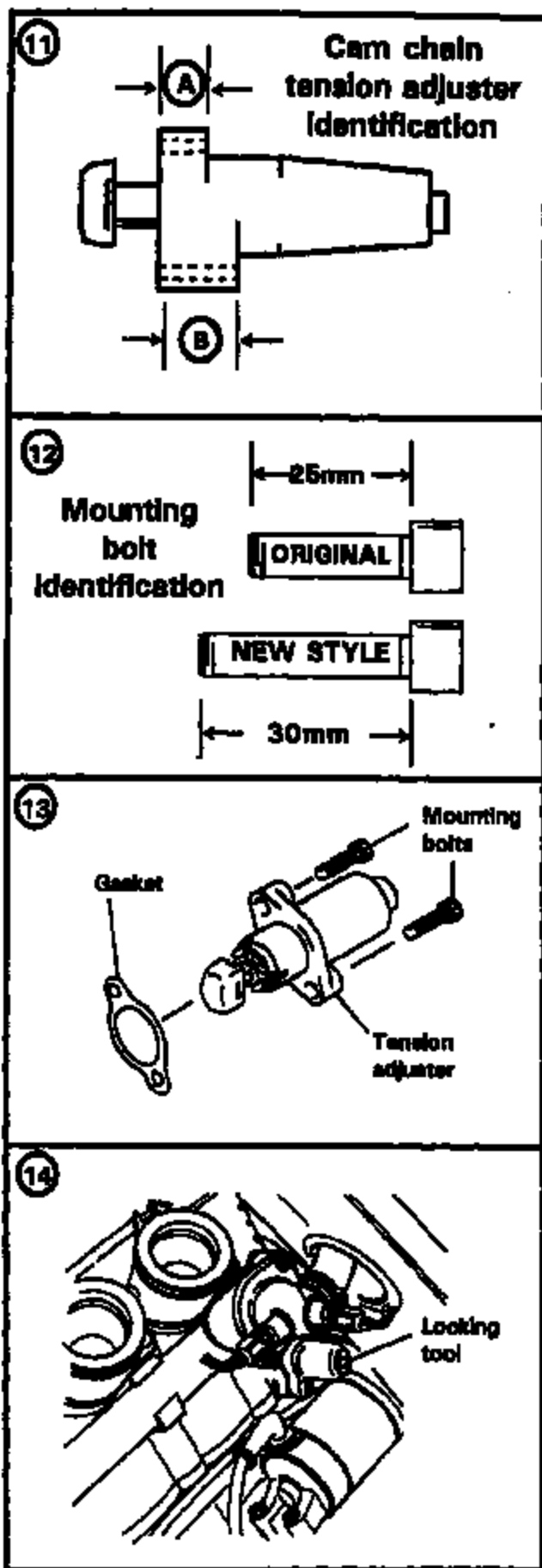
Torque the tension adjuster mounting bolts to the correct specification.

 Tension adjuster mounting bolt torque:
10N·m (1.0kgf-m, 7.0 lb-ft)

(Fig. 14) Release the cam chain tension adjuster push rod by removing the locking tool.

NOTE

A "click" sound will be heard from the tension adjuster as the push rod is released.



Continued →

(Fig. 15) Install the new cam chain tension bolt with the included new gasket into the end of the tension adjuster. Tighten the tension adjuster bolt to the specified torque.

Tension adjuster bolt torque:
10 N·m (1.0 kgf-m, 7.0 lb-ft)

(Fig. 16) Rotate the crankshaft manually to TDC on cylinder #1 and verify valve timing.

Correct any errors in valve timing. (Refer to page 4 of this bulletin and section 3 of the service manual) If you remove and reinstall the camshafts to correct valve timing, torque the camshaft journal holder bolts to the correct specification.

Camshaft journal holder bolt torque:
10 N·m (1.0 kgf-m, 7.0 lb-ft)

(Fig. 17) Apply SUZUKI BOND "1207B" to the four cam and cap portions of the cylinder head cover gasket.

SUZUKI BOND "1207B"
PN: 99104-31140

Install the two cylinder head gasket dowel pins into the cylinder head. Install the cylinder head cover gasket and the head cover.

(Fig. 18) Apply engine oil to the cylinder head cover bolt gaskets. This will allow the bolts to turn freely during installation. Tighten the bolts to the specified torque.

Cylinder head cover bolt torque:
14 N·m (1.4 kgf-m, 10.0 lb-ft)

Replace the starter clutch cover plug and valve timing inspection cap on the right engine cover. Torque the cap and plug.

Starter clutch cover plug torque:
11 N·m (1.1 kgf-m, 8.0 lb-ft)

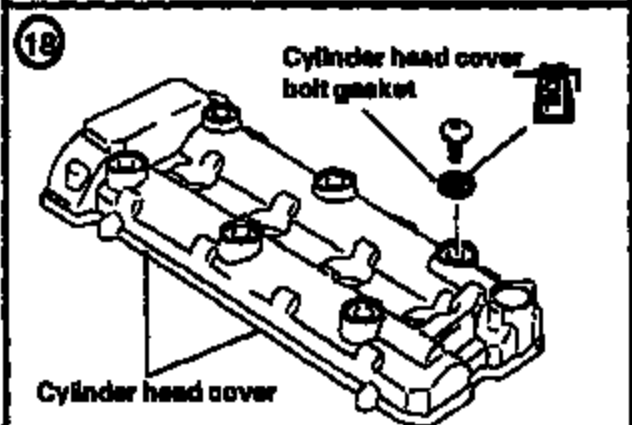
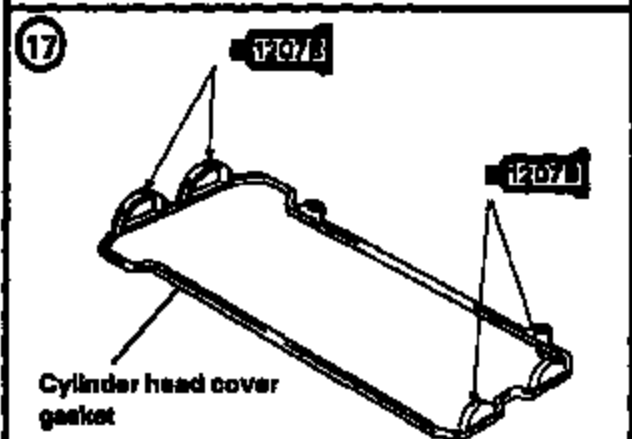
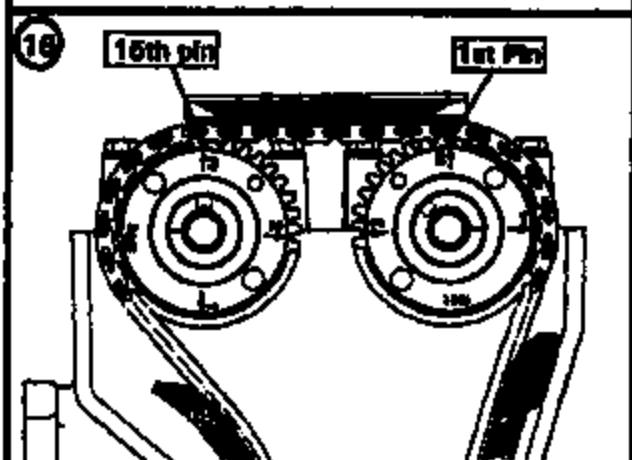
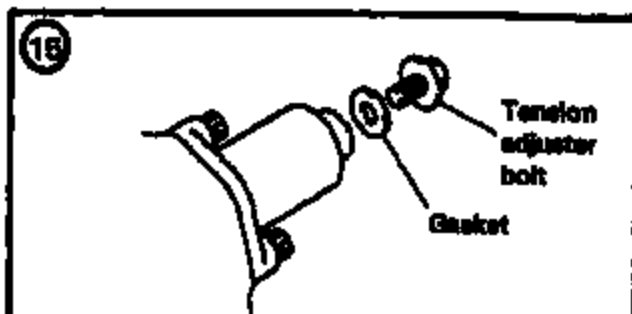
Valve timing inspection cap torque:
23 N·m (2.3 kgf-m, 16.5 lb-ft)

Install the ignition coil/spark plug caps.

CAUTION

To avoid damage, do not hit the ignition coil/spark plug cap with any tool during installation. Do not allow electrical couplers or wires to touch the cylinder head cover.

Reinstall the throttle body assembly (or carburetors). Lower the fuel tank and reinstall the fairing and seat. Operate the engine to make sure no abnormal sounds are present. Test ride the motorcycle (See page 13).



Continued →

WARRANTY REIMBURSEMENT

SCAT RECALL SERVICE WARRANTY CLAIM SUBMISSION:

You must have version 5.5 SCAT Plus installed on your computer to be able to submit recall service warranty claims. Review the Campaign Claim Entry instructions in the version 5.5 supplement to your SCAT Plus manual (SCAT software support can be contacted at 714/996-7040, ext 427). Warranty Bulletins #31 (10/30/98) and #32 (11/2/98) contain additional information on recall campaign warranty history and claim submission.

Two types of SCAT recall warranty claim entry are available. The Short Form claim entry requires just a few fields of information and can only be used in cases where the recall service parts kit are the only parts used for the repair. The Short Form claim should be used for the majority of your recall warranty claims.

The Long Form claim entry has entry fields similar to a regular SCAT warranty claim and a paper warranty request form. You should only use the Long Form claim entry in situations where additional parts or labor were required to complete the recall service.

RECALL SERVICE WARRANTY REIMBURSEMENT:

Regular warranty parts reimbursement will apply. SCAT requests processed within 15 days of the repair completion date will receive 125% parts reimbursement, SCAT claims processed after 14 days of completion and paper warranty requests will receive 110% parts reimbursement. Labor will be reimbursed at 100% of your approved labor rate. The flat rate time for this repair is 1.8 hr, (with engine disassembly - 9.2 hr).

SCAT SHORT FORM RECALL SERVICE WARRANTY CLAIM INFORMATION:

From the SCAT + MAIN MENU:

1. Select <3> (SERVICE MENU)
2. Select <1> (WARRANTY CLAIM ENTRY)
3. Enter the claim number (xxxxx,x)
4. Enter the claim type <31> (SHORT FORM)
5. Enter the product type <2> (MOTORCYCLE)
6. Enter your dealer number (xxxxxx)
7. Select an entry type"
 - "M" = Model, Frame
 - "C" = Control Sequence Number
 - "V" = VIN Number

Based on the Entry Type, enter the identifying numbers

8. Enter the repair date (mm/dd/yy)
 9. Enter the mileage (no tenths)
 10. Enter the Campaign number
 - Use 2037 for the claim number on GSX-R600X
 - Use 2038 for the claim number on GSX-R750X
- Your claim can now be transmitted to A.S.M.C.***

RECALL WARRANTY PARTS RETENTION:

For repairs which *only* required the recall service kit parts, completely fill out and affix a warranty parts tag (PN 89923-09822-003) to the replaced parts following recall service. Hold these parts in your warranty parts retention area for inspection by your Technical Service Manager. See page 11 for warranty parts return instructions for repairs which required parts in addition to the recall service kit.

Continued →

SCAT LONG FORM RECALL SERVICE WARRANTY CLAIM INFORMATION:

To submit a SCAT PLUS Long Form recall service warranty claim, or a regular paper warranty request, use the information below. If submitting a paper claim, have the customer sign the request and mail it to the American Suzuki Warranty Dept. in Brea, CA.

- **USE 2037 FOR THE PAPER CLAIM NUMBER ON GSX-R800X**
 - **USE 2038 FOR THE PAPER CLAIM NUMBER ON GSX-R750X**
(cross off the paper warranty request's original number)
- FAILED PART NUMBER:** 99103-11143 (for GSX-R600X)
 (list for paper claims only) 99103-11144 (for GSX-R750X)
QTY. 1 **TENSION ADJUSTER**
COMPLAINT CODE: 99
DEFECT CODE: U9
LABOR OPERATION: AH9999
LABOR TIME: 1.8
REPAIR: **INSTALL CAM CHAIN GUIDE & TENSION ADJUSTER PER RECALL SERVICE BULLETIN GSX-R#107**

REMEMBER:

Warranty claims with parts or labor in addition to the recall kit requires prior authorization (PAS) from TECH LINE or your TSM.

NOTE: Long Form warranty claim entry requires a prior authorization (PAS) code from TECH LINE or your TSM, or the SCAT system will not accept the claim.

RECALL CAMPAIGN WARRANTY REQUEST FORM EXAMPLE

SUZUKI Warranty Request										* PLEASE USE ONLY ONE OF SEVERAL FORMS *									
CO-10 1 2 3 4 5 6 7 8 9										P/O									
Hometown Suzuki										35X-R750X 0X2100089									
Main Street										Brian Long									
Hometown CA 91111										N/A									
N/A										N/A									
99103-11143										Tension Adjuster									
99103-11144										Tension Adjuster									
99103-11145										Tension Adjuster									
99103-11146										Tension Adjuster									
99103-11147										Tension Adjuster									
99103-11148										Tension Adjuster									
99103-11149										Tension Adjuster									
99103-11150										Tension Adjuster									
99103-11151										Tension Adjuster									
99103-11152										Tension Adjuster									
99103-11153										Tension Adjuster									
99103-11154										Tension Adjuster									
99103-11155										Tension Adjuster									
99103-11156										Tension Adjuster									
99103-11157										Tension Adjuster									
99103-11158										Tension Adjuster									
99103-11159										Tension Adjuster									
99103-11160										Tension Adjuster									
99103-11161										Tension Adjuster									
99103-11162										Tension Adjuster									
99103-11163										Tension Adjuster									
99103-11164										Tension Adjuster									
99103-11165										Tension Adjuster									
99103-11166										Tension Adjuster									
99103-11167										Tension Adjuster									
99103-11168										Tension Adjuster									
99103-11169										Tension Adjuster									
99103-11170										Tension Adjuster									
99103-11171										Tension Adjuster									
99103-11172										Tension Adjuster									
99103-11173										Tension Adjuster									
99103-11174										Tension Adjuster									
99103-11175										Tension Adjuster									
99103-11176										Tension Adjuster									
99103-11177										Tension Adjuster									
99103-11178										Tension Adjuster									
99103-11179										Tension Adjuster									
99103-11180										Tension Adjuster									
99103-11181										Tension Adjuster									
99103-11182										Tension Adjuster									
99103-11183										Tension Adjuster									
99103-11184										Tension Adjuster									
99103-11185										Tension Adjuster									
99103-11186										Tension Adjuster									
99103-11187										Tension Adjuster									
99103-11188										Tension Adjuster									
99103-11189										Tension Adjuster									
99103-11190										Tension Adjuster									
99103-11191										Tension Adjuster									
99103-11192										Tension Adjuster									
99103-11193										Tension Adjuster									
99103-11194										Tension Adjuster									
99103-11195										Tension Adjuster									
99103-11196										Tension Adjuster									
99103-11197										Tension Adjuster									
99103-11198										Tension Adjuster									
99103-11199										Tension Adjuster									
99103-11200										Tension Adjuster									
99103-11201										Tension Adjuster									
99103-11202										Tension Adjuster									
99103-11203										Tension Adjuster									
99103-11204										Tension Adjuster									
99103-11205										Tension Adjuster									
99103-11206										Tension Adjuster									
99103-11207										Tension Adjuster									
99103-11208										Tension Adjuster									
99103-11209										Tension Adjuster									
99103-11210										Tension Adjuster									
99103-11211										Tension Adjuster									
99103-11212										Tension Adjuster									
99103-11213										Tension Adjuster									
99103-11214										Tension Adjuster									
99103-11215										Tension Adjuster									
99103-11216										Tension Adjuster									
99103-11217										Tension Adjuster									
99103-11218										Tension Adjuster									
99103-11219										Tension Adjuster									
99103-11220										Tension Adjuster									
99103-11221										Tension Adjuster									
99103-11222										Tension Adjuster									
99103-11223										Tension Adjuster									
99103-11224										Tension Adjuster									
99103-11225										Tension Adjuster									
99103-11226										Tension Adjuster									
99103-11227										Tension Adjuster									
99103-11228										Tension Adjuster									
99103-11229										Tension Adjuster									
99103-11230										Tension Adjuster									
99103-11231										Tension Adjuster									
99103-11232										Tension Adjuster									
99103-11233										Tension Adjuster									
99103-11234										Tension Adjuster									
99103-11235										Tension Adjuster									
99103-11236										Tension Adjuster									
99103-11237										Tension Adjuster									
99103-11238										Tension Adjuster									
99103-11239										Tension Adjuster									
99103-11240										Tension Adjuster									
99103-11241										Tension Adjuster									
99103-11242										Tension Adjuster									
99103-11243										Tension Adjuster									
99103-11244										Tension Adjuster									
99103-11245										Tension Adjuster									
99103-11246										Tension Adjuster									
99103-11247										Tension Adjuster									
99103-11248										Tension Adjuster									
99103-11249										Tension Adjuster									
99103-11250										Tension Adjuster									
99103-11251										Tension Adjuster									
99103-11252										Tension Adjuster									
99103-11253										Tension Adjuster									
99103-11254										Tension Adjuster									
99103-11255										Tension Adjuster									
99103-11256										Tension Adjuster									
99103-11257										Tension Adjuster									
99103-11258										Tension Adjuster									
99103-11259										Tension Adjuster									
99103-11260										Tension Adjuster									
99103-11261										Tension Adjuster									
99103-11262										Tension Adjuster									
99103-11263										Tension Adjuster									
99103-11264										Tension Adjuster									
99103-11265										Tension Adjuster									
99103-11266										Tension Adjuster									
99103-11267										Tension Adjuster									
99103-11268										Tension Adjuster									
99103-11269										Tension Adjuster									
99103-11270										Tension Adjuster									
99103-11271										Tension Adjuster									
99103-11272										Tension Adjuster									
99103-11273										Tension Adjuster									
99103-11274										Tension Adjuster									
99103-11275										Tension Adjuster									
99103-11276										Tension Adjuster									
99103-11277										Tension Adjuster									
99103-11278										Tension Adjuster									
99103-11279										Tension Adjuster									
99103-11280										Tension Adjuster									
99103-11281										Tension Adjuster									
99103-11282										Tension Adjuster									
99103-11283										Tension Adjuster									
99103-11284										Tension Adjuster									
99103-11285										Tension Adjuster									
99103-11286										Tension Adjuster									
99103-11287										Tension Adjuster									
99103-11288										Tension Adjuster									
99103-11289										Tension Adjuster									
99103-11290										Tension Adjuster									
99103-11291										Tension Adjuster									
99103-11292										Tension Adjuster									
99103-11293										Tension Adjuster									
99103-11294										Tension Adjuster									
99103-11295										Tension Adjuster									
99103-11296										Tension Adjuster									
99103-11297										Tension Adjuster									
99103-11298										Tension Adjuster									
99103-11299										Tension Adjuster									
99103-11300										Tension Adjuster									
99103-11301										Tension Adjuster									
99103-11302										Tension Adjuster									
99103-11303										Tension Adjuster									
99103-11304										Tension Adjuster									
99103-11305										Tension Adjuster									
99103-11306										Tension Adjuster									
99103-11307										Tension Adjuster									
99103-11308										Tension Adjuster									
99103-11309										Tension Adjuster									
99103-11310										Tension Adjuster									
99103-11311										Tension Adjuster									
99103-11312										Tension Adjuster									
99103-11313										Tension Adjuster									
99103-11314										Tension Adjuster									
99103-11315										Tension Adjuster									
99103-11316										Tension Adjuster									
99103-11317										Tension Adjuster									
99103-11318										Tension Adjuster									
99103-11319										Tension Adjuster									
99103-11320										Tension Adjuster									
99103-11321										Tension Adjuster									
99103-11322										Tension Adjuster									
99103-11323										Tension Adjuster									
99103-11324										Tension Adjuster									
99103-11325										Tension Adjuster									
99103-11326										Tension Adjuster									
99103-11327										Tension Adjuster									
99103-11328										Tension Adjuster									
99103-11329										Tension Adjuster									
99103-11330										Tension Adjuster									
99103-11331										Tension Adjuster									
99103-11332										Tension Adjuster									
99103-11333										Tension Adjuster									
99103-11334										Tension Adjuster									
99103-11335										Tension Adjuster									
99103-11336										Tension Adjuster									
99103-11337										Tension Adjuster									
99103-11338										Tension Adjuster									
99103-11339										Tension Adjuster									
99103-11340										Tension Adjuster									
99103-11341										Tension Adjuster									
99103-11342										Tension Adjuster									
99103-11343										Tension Adjuster									
99103-11344										Tension Adjuster									
99103-11345										Tension Adjuster									
99103-11346										Tension Adjuster									
99103-11347										Tension Adjuster									
99103-11348										Tension Adjuster									
99103-11349										Tension Adjuster									
99103-11350										Tension Adjuster									
99103-11351										Tension Adjuster									
99103-11352										Tension Adjuster									
99103-11353										Tension Adjuster									
99103-11354										Tension Adjuster									
99103-11355										Tension Adjuster									
99103-11356										Tension Adjuster									
99103-11357										Tension Adjuster									
99103-11358										Tension Adjuster									
99103-11359										Tension Adjuster									
99103-11360										Tension Adjuster									
99103-11361										Tension Adjuster									
99103-11362										Tension Adjuster									
99103-11363										Tension Adjuster									
99103-11364										Tension Adjuster									
99103-11365										Tension Adjuster									
99103-11366										Tension Adjuster									
99103-11367										Tension Adjuster									
99103-11368										Tension Adjuster									
99103-11369										Tension Adjuster									
99103-11370										Tension Adjuster									
99103-11371										Tension Adjuster									
99103-11372										Tension Adjuster									
99103-11373										Tension Adjuster									
99103-11374										Tension Adjuster									
99103-11375										Tension Adjuster									
99103-11376										Tension Adjuster									
99103-11377										Tension Adjuster									
99103-11378										Tension Adjuster									
99103-11379										Tension Adjuster									
99103-11380										Tension Adjuster									
99103-11381										Tension Adjuster									
99103-11382										Tension Adjuster									
99103-11383										Tension Adjuster									
99103-11384										Tension Adjuster									
99103-11385										Tension Adjuster									
99103-11386										Tension Adjuster									
99103-11387										Tension Adjuster									
99103-11388										Tension Adjuster									
99103-11389										Tension Adjuster									
99103-11390										Tension Adjuster									
99103-11391										Tension Adjuster									
99103-11392										Tension Adjuster									
99103-11393										Tension Adjuster									
99103-11394										Tension Adjuster									
99103-11395										Tension Adjuster									
99103-11396										Tension Adjuster									
99103-11397										Tension Adjuster									
99103-11398										Tension Adjuster									
99103-11399										Tension Adjuster									
99103-11400										Tension Adjuster									
99103-11401										Tension Adjuster									
99103-11402										Tension Adjuster									
99103-11403										Tension Adjuster									
99103-11404										Tension Adjuster									
99103-11405										Tension Adjuster									
99103-11406										Tension Adjuster									
99103-11407										Tension Adjuster									
99103-11408										Tension Adjuster									
99103-11409										Tension Adjuster									
99103-11410										Tension Adjuster									
99103-11411										Tension Adjuster									
99103-11412										Tension Adjuster									
99103-11413										Tension Adjuster									
99103-11414										Tension Adjuster									

WARRANTY CLAIM INFORMATION**FOR RECALL SERVICE REQUIRING ENGINE DISASSEMBLY:**

To submit a SCAT PLUS Long Form warranty claim, or a regular paper warranty request for the recall service with engine disassembly and cleaning, use the information below.

FAILED PART NUMBER:	99103-11143 (for GSX-R600) 99103-11144 (for GSX-R750)
LIST THE ADDITIONAL PARTS REQUIRED:	
COMPLAINT CODE:	99
DEFECT CODE:	U9
LABOR OPERATION:	AH9999
LABOR TIME:	9.2
REPAIR:	TEAR-DOWN & CLEAN ENGINE AND INSTALL TENSION ADJUSTER PER RECALL SERVICE BULLETIN GSX-R#107

NOTE:

Engine disassembly Long Form warranty claim entries or paper Warranty Request forms requires prior authorization (PAS) from TECH LINE or your Technical Service Manager. The SCAT system and the Warranty Department can not accept the claim without a PAS code on the claim.

WARRANTY PARTS RETURN**FOR RECALL SERVICE REQUIRING ENGINE DISASSEMBLY:**

ALL parts replaced for recall services which included engine disassembly must be sent to American Suzuki for inspection. Completely fill out and affix a warranty parts tag (PN 99923-09822-003) to the replaced parts and ship the parts (UPS ground) to Suzuki.

Parts must be received within 30 days of the recall service repair date or the warranty reimbursement for the recall service will be adjusted or declined. Parts not tagged, or unrecognizable or missing parts will cause the warranty reimbursement to be adjusted or declined.

Your parts account will be credited for the cost of return shipping once the parts have been inspected and your warranty request receives final approval. Ship the replaced parts to the address listed below.

American Suzuki Motor Corp. Technical Department - Section EH 3251 E. Imperial Highway Brea, CA 92822
--

NOTE:

Because of the importance of this recall campaign, there can be no exception to the policy of returning parts replaced because of engine disassembly and cleaning. To ensure your warranty reimbursement is not adjusted or declined, carefully fill out the warranty parts tag and package the parts so they will not get lost or damaged. If possible, do not package parts from more than one recall service in the same box. Please pack oily and loose parts, such as gaskets, in plastic bags. Use UPS ground shipping or U.S. Mail to return the parts. Select the ship tracking option(s) so you can locate your package in the event of a shipping error.

WARRANTY CLAIM INFORMATION**FOR RECALL SERVICE REQUIRING UPPER CAM CHAIN GUIDE NO.2 ONLY:**

Submit a regular SCAT PLUS warranty claim, or a regular paper warranty request for service on a GSX-R600X requiring a upper cam chain guide only, use the information below.

FAILED PART NUMBER:	99103-11145
QTY. & DESCRIPTION:	1 - CAM CHAIN GUIDE NO. 2
COMPLAINT CODE:	99
DEFECT CODE:	29
LABOR OPERATION:	AH10R0
LABOR TIME:	1.6
REPAIR:	INSTALL CAM CHAIN GUIDE PER SERVICE BULLETIN GSX-R#107

NOTE:

DO NOT submit a warranty claim for replacement of the "cam chain guide only" as a recall campaign claim. Submit the claim as a REGULAR SCAT warranty claim or a REGULAR paper warranty request. Suzuki will record the recall service as having been completed upon receipt of the cam chain guide replacement warranty claim.

**REGULAR WARRANTY REQUEST FORM EXAMPLE
FOR GSX-R600X REPAIRS REQUIRING
CAM CHAIN GUIDE NO. 2 ONLY**

SUZUKI Warranty Request															IMPORTANT: - PLEASE PRINT ONLY ONE (1) DEFECT PER FORM - RETURN TO YOUR RETAILER/DEALER FOR COMPLETE INSTRUCTIONS									
CO-10															P/c									
Hometown Suzuki															GSX-R600X									
Main Street															Brian Long									
Hometown CA 91111															N/A									
N/A															N/A									
99103-11145															1									
Cam Chain Guide															12345									
9929AH10R0															1.6									
A3455															6/16/99									
Gene Watts															Brian Long									
RETURN CODE															DATE									
RECEIVED															PROCESSED									

RIDE THE MOTORCYCLE:

To ensure customer satisfaction, Suzuki suggests you ride the motorcycle several miles to make sure there are no abnormal engine sounds and all the controls and the motorcycle operate correctly. Clean any dirt or grime from the motorcycle before and after the test ride. Correct any recall service related problems before delivering the motorcycle to the customer.

IMPORTANT:

Successful completion of this recall campaign depends on your efforts. It is very important that your dealership contact each customer and inform them of the need to have this recall service performed. You must order the correct recall service parts, perform the recall service and submit a SCAT claim or Warranty Request Form within the shortest possible time.

It is your responsibility to order parts and perform the recall service on any affected motorcycle brought to your dealership, even if your dealership did not originally sell the motorcycle.

All recall campaign service is to be done at no cost to the customer for parts and labor. Incidental costs your customers may incur are not normally covered. However, if you have a customer with special needs, contact your Technical Service Manager to discuss possible solutions.

CUSTOMER SATISFACTION:

Please be sure that all dealership personnel are familiar with the campaign parts ordering and recall service procedures. Only your conscientious action at the dealership level can lead to a successful campaign conclusion. Please remind your staff to be sympathetic and sensitive to your customers' feelings. Please extend Suzuki's apologies for the inconvenience this recall service may cause them.

Thank you for your cooperation in conducting this very important campaign for your customers' safety.

AFFECTED DEPARTMENTS:

The following departments in your dealership should be notified of this information:

☒ Management ☒ Service ☒ Warranty ☒ Sales ☒ Parts ☒ Accessories

American Suzuki Motor Corporation
Technical Service Department
Motorcycle

Continued →



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

May 21, 1999

**SAFETY RECALL CAMPAIGN
GSX-R600X & GSX-R750X
CAM CHAIN TENSION ADJUSTER**

Dear Suzuki Dealer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 1999 GSX-R600X and 1999 GSX-R750X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles.

**STOP DELIVERY OF GSX-R600X AND GSX-R750X
MOTORCYCLES IMMEDIATELY**

Effective immediately, DO NOT DELIVER a GSX-R600X or a GSX-R750X to a customer until you complete the recall service described in service bulletin GS/GSX/GSX-R #107 which will be sent to your dealership.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

Suzuki has developed a revised upper cam chain guide No. 2 and tension adjuster that will replace the original upper cam chain guide No. 2 and tension adjuster. Due to the serious nature of this situation, Suzuki requires that you ORDER CAM CHAIN TENSION ADJUSTER RECALL PARTS AND PERFORM THE RECALL SERVICE AS QUICKLY AS POSSIBLE ON YOUR CUSTOMERS' MOTORCYCLES. Join with us in promoting the safe use of Suzuki products.

AFFECTED UNITS:

All 1999 GSX-R600X and 1999 GSX-R750X model motorcycles are affected.

CUSTOMER NOTIFICATION:

For motorcycles that have already been delivered to customers, perform the recall service as promptly as possible. Attached is a letter being sent to all owners of affected motorcycles about whom we have information. This letter will be mailed May 25, 1999.

If your dealership has sold a GSX-R600X or a GSX-R750X to a customer, but not yet mailed us the "Sales-In-Service Registration" card or submitted a SCAT entry, send the sales information to American Suzuki AT ONCE. We will send the customer an owner notification letter when we receive the sales information from your dealership.

Since only you know the identity of these customers, you must immediately notify these customers of the recall campaign. Please phone all of these customers and inform them of the need to have the recall service performed.

REPAIR PROCEDURES:

Service bulletin GS/GSX/GSX-R#107 will contain instructions on how to perform the recall service. You will install a revised upper cam chain guide No. 2 and tension adjuster, new mounting bolts and gasket and inspect the cam chain and original upper cam chain guide No. 2 for abnormal wear that might indicate the need for further repairs.

Continued ➔

PARTS ORDERING:

For your convenience, the SCAT system will accept recall service parts orders. **YOU WILL BE RESPONSIBLE FOR ORDERING THE RECALL SERVICE PARTS FOR YOUR CUSTOMERS' MOTORCYCLE.** Use your normal parts ordering procedure when ordering recall service parts. Parts will be shipped via the method you select when you place your parts order. Billing will be per your regular terms.

The earliest parts can arrive at your dealership is May 28, 1999. Suzuki anticipates all recall service parts can be shipped by June 30, 1999. Parts orders will be shipped in the order in which they are received. Place your orders as soon as possible to prevent any delays in performing the recall service for your customers.

Order the recall service parts using the part numbers listed below.

<i>Description</i>	<i>Part Number</i>	<i>Dir. Price</i>
GSX-R600X Tension Adjuster Recall Kit	99103-11143	\$25.00
GSX-R750X Tension Adjuster Recall Kit	99103-11144	\$25.00

WARRANTY CLAIM PROCESSING:

For your convenience, the SCAT system will accept recall service warranty claims. Service bulletin GS/GSX/GSX-R#107 will contain information on how to submit your recall service warranty claim(s). Dealers not using SCAT will need to complete and mail in a regular paper warranty request form for each recall service performed. Regular warranty parts reimbursement will apply. SCAT requests processed within 15 days of repair completion will receive 125% parts reimbursement, SCAT claims processed after 15 days of completion and paper warranty requests will receive 110% parts reimbursement. Labor will be reimbursed at 100% of your approved labor rate.

IMPORTANT:

Successful completion of this recall campaign depends on your efforts. It is very important that your dealership contact each customer and inform them of the need to have this recall service performed. You must order the correct recall service parts, perform the recall service and submit a SCAT claim or Warranty Request Form within the shortest possible time.

It is your responsibility to order parts and perform the recall service on any affected motorcycle brought to your dealership, even if your dealership did not originally sell the motorcycle.

All recall campaign service is to be done at no cost to the customer for parts and labor. Incidental costs your customers may incur are not normally covered. However, if you have a customer with special needs, such as motorcycle transportation, contact your Technical Service Manager to discuss possible solutions.

CUSTOMER SATISFACTION:

Please be sure that all dealership personnel are familiar with the campaign parts ordering and recall service procedures. Only your conscientious action at the dealership level can lead to a successful campaign conclusion. Please remind your staff to be sympathetic and sensitive to your customers' feelings. Please extend Suzuki's apologies for any inconvenience this recall service may cause them.

We apologize for any inconvenience this recall campaign may cause you or your customers. Thank you for your cooperation in conducting this very important campaign for your customers' safety.

Sincerely,

American Suzuki Motor Corporation

Continued →



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

May 26, 1999

SAFETY RECALL NOTICE GSX-R600X CAM CHAIN TENSION ADJUSTER

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 1999 GSX-R600X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

▲ WARNING

DO NOT RIDE YOUR GSX-R600X UNTIL THE CAM CHAIN TENSION ADJUSTER RECALL SERVICE IS COMPLETED

Suzuki strongly suggests you do not ride your GSX-R600X until the cam chain tensioner recall service is completed. If you elect to ride your motorcycle to the dealership, operate the engine in a gentle, low RPM manner. Avoid sudden acceleration or deceleration. Be prepared to pull in the clutch lever in case of engine failure or rear wheel lock up. If you are concerned about your safety or the safety of your vehicle, trailer or truck your motorcycle to your dealer for your scheduled recall service. Contact the service manager or the owner of your Suzuki dealer if you require assistance in transporting your motorcycle to the dealership for the recall service.

WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE:

Your authorized Suzuki motorcycle dealer will replace the original cam chain tension adjuster and upper cam chain guide No. 2 with a revised cam chain tension adjuster and upper cam chain guide No. 2. Your dealer will inspect and may replace other engine components which may have been damaged because of cam chain tension adjuster failure. This recall service will be done at no cost to you for parts and labor.

WHAT YOU NEED TO DO:

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible.

1. Contact your Suzuki dealer

Your dealer can then place the order for your recall service parts. The earliest date parts can be at your dealer is May 28, 1999. If you cannot contact the Suzuki dealer who sold you your GSX-R motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki dealer.

Continued →

WHAT YOU NEED TO DO, continued:

2. Schedule an appointment for the recall service to be performed

By scheduling a precise time that you can visit the dealership, your dealer will be prepared to perform the recall service once your motorcycle is in the service department. While the actual recall service takes approximately two hours, it is likely you will need to leave your motorcycle overnight to have the recall service completed. If additional repairs or parts are required, your dealer will advise you on how much longer your motorcycle will be in for repair. When you pick up your repaired motorcycle, please allow a few additional minutes for your dealer to prepare and complete the necessary warranty claim paperwork with you.

3. Bring your motorcycle to your Suzuki dealer

If you decide to transport your motorcycle, rather than ride it, take care securing and protecting your motorcycle for transportation.

4. If you have special circumstances, discuss them with your Suzuki dealer

Suzuki understands that some customers may have unique or very difficult circumstances to overcome in bringing their motorcycle to the dealership for repair.

We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. However, please remember that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

PARTS & ADDITIONAL REPAIR INFORMATION:

Remember, your Suzuki dealer will need to order recall service parts for your motorcycle. Call your Suzuki dealer to schedule an appointment for the recall service. Your dealer can then place the order for your recall service parts. The earliest date parts can be at your Suzuki dealer is May 28, 1999. Suzuki anticipates all parts can be shipped to dealers by June 30, 1999. If you cannot contact the Suzuki dealer who sold you your motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki motorcycle dealer.

Remember that your Suzuki dealer has specific and complete instructions regarding this recall service. Call your dealer if you have any questions. If you have any difficulty having the recall service performed to your motorcycle you may contact American Suzuki Customer Service Department for assistance at 714-996-7040, ext. 398.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall service to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after May 25, 1999, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at (800) 424-9393 (Washington DC area residents may call 366-0123).

If you no longer own a GSX-R600X or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your GSX-R600X, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this recall campaign causes you. Please accept our apologies for this inconvenience. Your safety, satisfaction and riding pleasure are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation

Continued →



AMERICAN SUZUKI MOTOR CORPORATION
MOTORCYCLE

May 25, 1999

SAFETY RECALL NOTICE GSX-R750X CAM CHAIN TENSION ADJUSTER

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in all 1999 GSX-R750X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

▲WARNING

DO NOT RIDE YOUR GSX-R750X UNTIL THE CAM CHAIN TENSION ADJUSTER RECALL SERVICE IS COMPLETED

Suzuki strongly suggests you do not ride your GSX-R750X until the cam chain tensioner recall service is completed. If you elect to ride your motorcycle to the dealership, operate the engine in a gentle, low RPM manner. Avoid sudden acceleration or deceleration. Be prepared to pull in the clutch lever in case of engine failure or rear wheel lock up. If you are concerned about your safety or the safety of your vehicle, trailer or truck, your motorcycle to your dealer for your scheduled recall service. Contact the service manager or the owner of your Suzuki dealer if you require assistance in transporting your motorcycle to the dealership for the recall service.

WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE:

Your authorized Suzuki motorcycle dealer will replace the original cam chain tension adjuster and upper cam chain guide No. 2 with a revised cam chain tension adjuster and upper cam chain guide No. 2. Your dealer will inspect and may replace other engine components which may have been damaged because of cam chain tension adjuster failure. This recall service will be done at no cost to you for parts and labor.

WHAT YOU NEED TO DO:

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible.

1. Contact your Suzuki dealer

Your dealer can then place the order for your recall service parts. The earliest date parts can be at your dealer is May 28, 1999. If you cannot contact the Suzuki dealer who sold you your GSX-R motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki dealer.

Continued →

WHAT YOU NEED TO DO, continued:

2. Schedule an appointment for the recall service to be performed

By scheduling a precise time that you can visit the dealership, your dealer will be prepared to perform the recall service once your motorcycle is in the service department. While the actual recall service takes approximately two hours, it is likely you will need to leave your motorcycle overnight to have the recall service completed. If additional repairs or parts are required, your dealer will advise you on how much longer your motorcycle will be in for repair. When you pick up your repaired motorcycle, please allow a few additional minutes for your dealer to prepare and complete the necessary warranty claim paperwork with you.

3. Bring your motorcycle to your Suzuki dealer

If you decide to transport your motorcycle, rather than ride it, take care securing and protecting your motorcycle for transportation.

4. If you have special circumstances, discuss them with your Suzuki dealer

Suzuki understands that some customers may have unique or very difficult circumstances to overcome in bringing their motorcycle to the dealership for repair.

We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. However, please remember that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

PARTS & ADDITIONAL REPAIR INFORMATION:

Remember, your Suzuki dealer will need to order recall service parts for your motorcycle. Call your Suzuki dealer to schedule an appointment for the recall service. Your dealer can then place the order for your recall service parts. The earliest date parts can be at your Suzuki dealer is May 28, 1999. Suzuki anticipates all parts can be shipped to dealers by June 30, 1999. If you cannot contact the Suzuki dealer who sold you your motorcycle, call toll free 1-800-255-2550 for your nearest Suzuki motorcycle dealer.

Remember that your Suzuki dealer has specific and complete instructions regarding this recall service. Call your dealer if you have any questions. If you have any difficulty having the recall service performed to your motorcycle you may contact American Suzuki Customer Service Department for assistance at 714-996-7040, ext. 396.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall service to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after May 25, 1999, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at (800) 424-9393 (Washington DC area residents may call 366-0123).

If you no longer own a GSX-R750X or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your GSX-R750X, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this recall campaign causes you. Please accept our apologies for this inconvenience. Your safety, satisfaction and riding pleasure are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation

END

ATTACHMENT B

SAFETY RECALL NOTICE

GSX-R600X AND GSX-R750X CAM CHAIN TENSION ADJUSTER

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists in all 1999 GSX-R600X and GSX-R750X model motorcycles. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that the cam chain tension adjuster may not provide consistent tension to the cam chain in the engine. This could cause abnormal engine sounds, and could lead to cam chain breakage or other severe engine damage. This may cause sudden engine failure. Sudden engine failure while riding could cause rear wheel lockup, disturbing the rider's ability to control the motorcycle, and could cause a crash without prior warning.

WARNING

**DO NOT RIDE YOUR GSX-R600X OR GSX-R750X UNTIL THE
CAM CHAIN TENSION ADJUSTER RECALL SERVICE IS
COMPLETED**

Suzuki strongly suggests you do not ride your GSX-R600X or GSX-R750X until the cam chain tensioner recall service is completed. If you elect to ride your motorcycle to the dealership, operate the engine in a gentle, low RPM manner. Avoid sudden acceleration or deceleration. Be prepared to pull in the clutch lever in case of engine failure or rear wheel lock up. If you are concerned about your safety or the safety of your vehicle, trailer or truck your motorcycle to your dealer for your scheduled recall service. Contact the service manager or the owner of your Suzuki dealer if you require assistance in transporting your motorcycle to the dealership for the recall service.

WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE:

Your authorized Suzuki motorcycle dealer will replace the original cam chain tension adjuster and upper cam chain guide No. 2 with a revised cam chain tension adjuster and upper cam chain guide No. 2. Your dealer will inspect

and may replace other engine components, which may have been damaged because of cam chain tension adjuster failure. This recall service will be done at no cost to you for parts and labor.

WHAT YOU NEED TO DO:

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized Suzuki dealer to get your motorcycle's recall service scheduled and performed as quickly as possible.

1. Contact your Suzuki dealer

Your dealer can then place the order for your recall service parts. The earliest date parts can be at your dealer is [].

2. Schedule an appointment for the recall service to be performed

By scheduling a precise time that you can visit the dealership, your dealer will be prepared to perform the recall service once your motorcycle is in the service department. While the actual recall service takes approximately two hours, it is likely you will need to leave your motorcycle overnight to have the recall service completed. If additional repairs or parts are required, your dealer will advise you on how much longer your motorcycle will be in for repair. When you pick up your repaired motorcycle, please allow a few additional minutes for your dealer to prepare and complete the necessary warranty claim paperwork with you.

3. Bring your motorcycle to your Suzuki dealer

If you decide to transport your motorcycle, rather than ride it, take care securing and protecting your motorcycle for transportation.

4. If you have special circumstances, discuss them with your Suzuki dealer

Suzuki understands that some customers may have unique or very difficult circumstances to overcome in bringing their motorcycle to the dealership for repair.

We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. However, please remember that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location.

Remember that your Suzuki dealer has specific and complete instructions regarding this recall service. Call your dealer if you have any questions.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall service to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer, you may submit a complaint to the Administrator, National Highway Traffic Safety

Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at (800) 424-9393 (Washington DC area residents may call 386-0123).

If you no longer own a GSX-R600X or GSX-R750X, or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your GSX-R600X or GSX-R750X, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this recall campaign causes you. Please accept our apologies for this inconvenience. Your safety, satisfaction and riding pleasure are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation

SAMPLE OWNER UPDATE CARD



- IMPORTANT -

If you no longer own the vehicle identified below, or if the name or address shown are incorrect, please fill out this card and mail — no postage necessary. Please do not mail if you own the vehicle and your name and address is correctly shown in the box below. Thank you.

CHANGE OF OWNERSHIP

If you do not own the vehicle shown in the box below, please fill in the following information as applicable.

- ☐ Never owned this vehicle.
- ☐ Vehicle sold / transferred / traded.
- ☐ Vehicle scrapped.
- ☐ Vehicle stolen.
- ☐ Vehicle exported.
- ☐ Other _____

If you have sold or traded the vehicle and know the name of the new owner, please enter name and address in the spaces to the right.

NAME OR ADDRESS CORRECTION

If you own the vehicle shown in the box below, and the name and address is incorrect, please enter your correct name and address here.

NAME _____

ADDRESS _____

CITY _____

STATE / _____ ZIP _____

TERRITORY _____



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL

POSTAGE WILL BE PAID BY ADDRESSEE

INSERT DISTRIBUTOR
NAME & ADDRESS



QUARTERLY REPORT FORM

1. Reporting Period

[] January, February, March

[] April, May, June

[] July, August, September

[] October, November, December

19__

2. Total Number of Vehicles Modified During Reporting Period.

3. Number of Vehicles Determined to be Unreachable (By Category).

_____ Exported

_____ Stolen

_____ Scrapped

_____ Didn't Receive Notification

_____ Other (Specify Reason)